

#8/A
5-14-01
B. Hilliard

Our File No.: KANA.P000

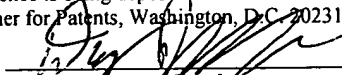
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Dag Jonansen

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application for:

Gainey, et al.

Serial No.: 09/193,833

Filing Date: 11/17/98

For: METHOD AND APPARATUS FOR
PERFORMING ENTERPRISE EMAIL
MANAGEMENT

Examiner: Debbie Le

Group Art Unit: 2177

AMENDMENT AND RESPONSE TO OFFICE ACTION

Assistant Commissioner of
Patents and Trademarks
Washington, D.C. 20231

Sir:

In response to the Office Action dated 11/3/00, please amend the patent application as follows:

IN THE DRAWINGS:

Please replace original **Figures 1 to 10** with redrafted **Figures 1 to 10**.

Redrafted **Figures 1 to 10** now comply with the margin requirements. No new matter has